

October

5	Personnel Transactions in State Government (PT)	9-4	WVSTC-Capitol Room
6	Providing the Ultimate Customer Service Experience (CSE)	9-noon	WVSTC-Regents Room
6	Customer Service Breakdown: Managing Conflict in Challenging Situations (CSB)	1-4	WVSTC-Regents Room
6-7	Developing Leadership Survival Skills (DLSS)	9-4	WVSTC-Capitol Room
7	Employee Performance Appraisal I: Policy and Forms (EPAI)	9-noon	WVSTC-Regents Room
13	Discipline and Documentation (D&D)	9-4	WVSTC-Capitol Room
13	The Drug-Free Workplace (DFWP)	9-noon	WVSTC-Regents Room
13	Preventing Harassment: A Shared Responsibility (PH)	1-4	WVSTC-Regents Room
14	Heading into Retirement: Planning for a Secure Future (HIR)	9-4	WVSTC-Regents Room
14	Supervising for Success III: Leadership Essentials (C3,D2) (LEC3D2)	9-4	WVSTC-Capitol Room
19	Critical Skills for Executive Assistants (SFCSEA)	9-10:15	WVSTC-Capitol Room
19	Implementing Discipline: Getting Your Bosses' Support (SFID)	10:30-noon	WVSTC-Capitol Room
19	Email Etiquette (SFEE)	2:30-4	WVSTC-Capitol Room
20	Supervising for Success II: Fundamentals of Supervision (Now Titled: Critical Skills for New Supervisors) (C4,D2) (CSNSC4D2)	9-4	WVSTC-Capitol Room
20	The Elephant in the (Interview) Room: Conducting Selection Interviews (ECSEI)	9-noon	WVSTC-Regents Room
21	Creative Problems Solving (CPS)	9-4	WVSTC-Capitol Room
27-28	High Performance Work Teams (HPWT)	9-4	WVSTC-Capitol Room